2018
Update

North Wales Supporting People Regional Strategy

Contents

Introduction

The Supporting People Programme is a Welsh Government funded programme that provides housing related support to vulnerable people. The programme aims to support vulnerable people to maximise, maintain and sustain their independence through the provision of a range of innovative housing related support services.

Housing related support aims to prevent the problems that can cause vulnerable people to become homeless. The principle of housing related support is to support a person to access, maintain and manage accommodation by assisting to develop or maintain the necessary skills and confidence to live as independently as possible.

The Memorandum of Understanding for the Regional Collaborative Committee's (RCC) illustrates the aim and purpose of the RCC, which is to provide a strategic context for the funding and delivery decisions of local authorities and other local stakeholders, principally through the development of its Regional Strategic Plan. This plan will inform the strategic direction for the Supporting People Programme for North Wales.

This is the annual update of the 2017-20 Regional Strategic Plan, which will update on the priorities outlined in last year's plan:

1. Learning Disabilities
2. Domestic Abuse
3. People leaving prison
4. Rough Sleepers

Following the announcement of the draft Welsh Government budget for 2018/19, Welsh Government have protected the whole All Wales grant. The table below details grant allocations for previous years for North Wales:

Local Authority	Grant 2014/15	Grant 2015/16	Grant 2016/17	Grant 2017/18	Grant 2018/19
Conwy	£7,185,208	£6,452,534	£6,452,534	£6,452,534	£6,452,534
Denbighshire	£6,113,302	£5,489,693	£5,489,694	£5,489,694	£5,489,694
Flintshire	£6,469,688	£5,809,817	£5,809,818	£5,809,818	£5,809,818
Anglesey	£2,885,598	£2,643,866	£2,643,866	£2,643,866	£2,643,866
Gwynedd	£5,616,070	£5,043,813	£5,043,813	£5,043,813	£,5,043,813
Wrexham	£5,540,777	£4,980,684	£4,980,685	£4,980,685	£4,980,685
North Wales Total	**£33,811,488**	**£30,420,409**	**£30,420,409**	**£30,420,409**	**£30,420,410**

Although the budget has been protected for the Supporting People Programme for the next two years, three weeks after this announcement the Welsh Government published the budget proposals and this will bring in the new Flexible Funding Grant. Which means on the detailed budget proposal for 2019/20 the Supporting People budget line is reduced to £0 and instead the funding that would usually be allocated to Supporting People has moved to a new budget line called 'Early Intervention – Prevention and Support Grant' which merges the budgets for Flying Start, Families First, Communities First Legacy Fund and a new Employability Grant, making the new budget a total of £252million – however, this is £13million less than the combined total of these grants in 2018/19.

The RCC is unsure which services will be affected by the £13million cut, Welsh Government are yet to share details on this. Conwy County Borough Council will be a pilot area for the Full Flexibilities Pilot Pathfinder. Letters were sent to Chief Executive in each local authority on 24th October 2017 giving further details on the Full Flexibilities Pilot Pathfinder. Letters of interest were originally sent out and Conwy put themselves forward as a pilot area with six other local authorities. The letters to Chief Executives detailed:

Feedback from pilot local authorities participating in the alignment project indicated a clear appetite for increased flexibility, reduced bureaucracy and for grant structures that support and promote better joint planning and commissioning.

The Full Flexibility pathfinder will give 100% flexibility across grants in order to achieve increased programme alignment, make more effective use of funding and meet local needs. This greater financial freedom and flexibility is expected to enable pilot areas to work differently, giving more scope to design services to support the Governments drive for more preventative, long-term approaches. The pilot will run in seven local authorities (Bridgend, Cardiff, Conwy, Newport, Merthyr Tydfil, Rhondda Cynon Taff and Torfaen). Grants under consideration for Funding Flexibility 2018/19:

- *Supporting People*
- *Flying Start*
- *Families First*
- *Communities First Legacy Fund*
- *Employability Grant*
- *Promoting Positive Engagement for Young People*
- *Out of School Childcare*
- *Homelessness Prevention*
- *Independent Living*
- *St David's Day Fund*

Note - the pilot areas are the local authorities that put themselves forward for the pathfinder pilot. These local authorities were not handpicked by Welsh Government.

Welsh Government are proposing to give those local authorities who are not Full Flexibility pathfinder's 15% flexibility across the original grants (Supporting People, Flying Start, Families First and the Communities First Legacy Fund) and the new Employability Grant. This 'extended flexibility' will enable them to plan more strategically, align programmes and deliver more responsive services to meet the needs of their citizens.

Consultation Evidence

In order to produce this plan the RCC consulted with local Supporting People teams, RCC members and Providers of the Supporting People programme during 2016/17 for the first year of the implementation of this plan.

There were three main strands to this consultation:

1 Co-production with RCC members

2 Carrying out work at the early stages to gauge partners expectations and what they wanted as priorities moving forward, this took place at the RCC

3 Posting the draft on the North Wales RCC website for comments, circulating with each Supporting People team to send to all their providers, agenda item at the Regional Provider forum and other local forums and Supporting People planning groups.

For this year, 2017/18 the Annual Update for the plan has been shared with all Local Planning Groups, Provider Forums, Regional Partnership Board, Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board and shared widely with all Supporting People providers.

National Strategic Priorities

There is currently a range of political initiatives that have either been introduced or are under development that will influence the future provision, direction and delivery of housing related support services for vulnerable people across North Wales. This Regional Strategic Plan is underpinned by a raft of national strategies and frameworks, and legislation that will impact on the Supporting People programme:

- Social Services and Well-being (Wales) Act 2014
- Well-being of Future Generations (Wales) Act 2015
- Housing (Wales) Act 2014
- Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Renting Homes (Wales) Act 2016
- Welfare Reform Act 2012
- Welsh Audit Office Review of the Supporting People Programme August 2017
- DRAFT Supporting People Programme Grant Guidance 2017
- Welsh Government Public Accounts Committee Inquiry Into the Welsh Government's Supporting People Programme
- UK Government consultation into Funding of Supported Housing

For further details of the National Priorities and a breakdown of each legislative area please refer to Appendix One.

Since the Welsh Audit Office review, there has been no date issued from Welsh Government when the Supporting People Programme Grant Guidance will be in its final state and out for practise, talks have now shifted from the new guidance on to the news of a Flexible Funding Grant. Work had commenced on the consultation of the Supporting People Programme Grant Guidance, the RCC took on board the guidance emphasis to link with Public Service Boards, Regional Partnership Board and the VAWDASV Board.

There are four Public Service Boards in North Wales established by the Well-being of Future Generations (Wales) Act 2015. The purpose of the Public Service Boards is to improve the economic, social, environmental and cultural well-being in their area by strengthening joint working across all public services in North Wales.

Each Public Service Board prepared a well-being assessment in parallel with the Regional Partnership Board population assessment and each have their own Regional Area Plan which can be found on the individual Public Service Board websites when published (they are currently being written). The Public Service Board are:

1. Gwynedd and Anglesey
2. Conwy and Denbighshire
3. Flintshire
4. Wrexham

The North Wales Regional Partnership Board, will have this Regional Strategic Plan presented to their board at their February 2018 meeting and their Population Assessment has been used in the Need, Supply and Service Gaps section of this plan.

The Regional Partnership Board within their plan identified under the heading Housing and Homelessness that from the assessment they found:

- Good quality housing is important for people's health, education, employment and for creating strong communities
- Most people want to stay in their own home as long as they can. Inclusive design and adaptations can make this possible
- There are unmet need for specialist housing including extra-care housing, supported housing for people with learning disabilities, 'move on' accommodation for people with mental health needs, single person accommodation and emergency night time accommodation.

Regional Partnership Board North Wales Population Assessment Regional Plan – https://www.northwalescollaborative.wales/north-wales-population-assessment/regional-plan/

The Violence against Women Domestic Abuse and Sexual Violence Board (VAWDASV) Board –

Links were made with the VAWDASV Board in September 2017. Domestic Abuse is a priority area within this plan. The new guidance makes clear references to link with this Board which the RCC will continue to do with Domestic Abuse being a strategic area of the RCC's.

Regional Strategic Priorities

The North Wales RCC outlined in last year's Strategic Plan for Domestic Abuse, Prison Leavers, Learning Disabilities and Rough Sleepers as priority areas for the RCC for the next three years. In addition Mental Health has been added as a priority area for 2018/19.

For details of work proposed for Mental Health please see Priorities for Service Developments section on page 17.

Domestic Abuse – What we outlined in the plan last year?

Domestic Abuse was agreed as a priority area, as it was in the top five presented client groups in both the Outcomes and Needs Mapping data last year, and discussions presented to the RCC on the issues and gaps across the region for this client group lent itself as a priority to work on.

Gaps that were presented were the lack of male only refuge, Flintshire have since opened their first Male Domestic Abuse Refuge and figures to date demonstrate that demand across the region outstrips the supply. Flintshire presented this issue to the RCC back in May 2016 and have opened up the units of the refuge to all local authorities across North Wales.

The RCC requested under this client group to make links with the VAWDASV Board to ensure a joined up approach in strategic planning and direction for this area of work. Discussions held with this board on the gaps and need will inform the work plan for Domestic Abuse at the RCC.

What have we done this year?

The VAWDASV Board is undertaking a Needs Mapping Assessment to look at current funding, service provision and any gaps across the region. The assessment is to complement the existing North Wales Population Assessment as well as local Housing and Well-Being Assessments. The Needs Assessment will support the development of the North Wales VAWDASV Regional Strategy which will guide the commissioning of services over the next five years.

The RCC has made links with the Regional Coordinator for Domestic Abuse, and the VAWDASV Board. The Supporting People Regional Development Coordinator has met with the Domestic Abuse Regional Coordinator and discussed opportunities for working in co-production. The RCC Sub Group has met with members of the VAWDASV Board and Community Safety Partnership Managers to discuss the gaps in provision across North Wales and areas where we can work together, the main items discussed at this meeting were the issue of dual-diagnosis in the refuge and evictions been high because of this, having a regional Independent Domestic Violence Advisors service and VAWDASV Board had sourced some training around Inspiring Families to explore.

The RCC and the VAWDASV Board have discussed an option for each Local Authority to allocate some of their Supporting People grant aside for this priority area, the local authorities have been asked by the RCC to allocate 0.5% of their grants for regional working.

Following on from this first initial meeting with the VAWDASV Board and Community Safety Partnership leads, a report was shared with the RCC from the sub group and which asked for the RCC to approve the following recommendations:

1. RCC Sub Group and Domestic Abuse Colleagues to meet further to discuss the outcomes from the Needs Assessment and gaps identified against current provision available.
2. For each local authority to allocate a percentage of Supporting People Programme Grant going forward for any future regional priorities
3. For Sub Group to ensure that any priorities meet Supporting People eligibility
4. Regional Independent Domestic Violence Advisors Service – for the RCC to agree for this avenue to be explored further by the RCC Sub Group

The four recommendations presented to the RCC were agreed at the November meeting. The work plan in the appendices shows a timeline for this priority area.

The Regional Partnership Board's Regional Plan has outlined Violence against women, domestic abuse and sexual violence as a priority area, from there population assessment the Board found:

- Domestic and sexual violence and abuse are under-reported but the number of reports is increasing

- The total number of domestic incidents recorded by the police was around 11,000 and the number of recorded sexual offences was around 1400 in North Wales during 2015-16
- Domestic and sexual violence and abuse affects both men and women although women are more likely to experience them. Services should take into account the different needs of women and men. *The RCC has commenced work on this Flintshire have a male refuge where the units are open to North Wales authorities to use.*
- Cases of coercive control are now being recorded in North Wales since the offence came into effect in December 2015
- Domestic abuse costs public services an estimated £66million a year in North Wales in health care, criminal justice, social services, housing and refuges, legal costs and lost economic output.

How the findings will be addressed is outlined in the Regional Partnership Board regional plan.

Prison Leavers – What we outlined in the plan last year?

The RCC outlined last year how the Supporting People Teams and Homelessness teams have joined together to commission a piece of work to inform where improvements can be identified for people leaving prison. This piece of work was finalised in June 2017.

The North Wales authorities have a range of housing and support options available. There are 66 projects with a total of 1,428 units that Supporting People officers have identified as being able to house people leaving prison.

What have we done this year?

Caroline Humphreys and Tamsin Stirling were commissioned by our RCC to undertake research into the support services provided to people leaving prison in North Wales. The specification for the research identified the following areas for investigation:

- The provision and nature of the support services accessed by people leaving prison, any duplication and gaps in provision and effectiveness of services
- Numbers of people leaving prison accessing support services and numbers of people leaving prison on licence and to which local authorities
- The experience and opinions of service users
- Information sharing procedures when a person leaves prison
- The impact of the withdrawal of transitional funding, including on Prison Resettlement Officer posts within local authorities and how these might be funded in future
- Good practice and innovative models of support services to people leaving prison from across the UK
- Consider how support services within North Wales might be developed in the future

The Project cost - £10,000

The research took place between January and April 2017. In order to investigate the areas set out in the specification, the research comprised four main elements and involved accessing a range of information:

- Published data and plans
- Questionnaire and data requests

- Workshop discussions and interviews – 16 interviews with prison leavers
- Web based research

Out of those 16 interviewed – they had a very clear idea of the elements necessary to improve their chances of not re-offending and resolving addiction issues, particularly those who were abstinent and had re-established their lives. They felt that a package of measures needed to be in place to promote stability and reinforced the idea that, while housing is necessary, on its own, it is not sufficient.

The report presented the RCC with the following recommendations:

- Ironing out any issues in respect of access to risk information pre-release
- Fine tuning of the role for the resettlement officers in the context of the Pathway process
- Ensuring that landlords are able to access information on risk
- Discussing the needs of women leaving prison and whether a specific approach needs to be taken in respect of planning for release
- Taking forward the development of provision for those whose needs pose a danger to themselves or others – likely to be those with complex mental health issues and/or substance misuse and/or records of serious crimes
- Taking forward the establishment of a Peer Mentoring Service, including discussing its role and progressing funding applications and agreeing a party who will take this forward
- Discussing the level of detox/rehabilitation services for people who are on methadone and are seeking to become abstinent - ensuring they are adequate to meet the needs of the population of people leaving prison and ensuring that they are linked into the accommodation and support services and the work of the resettlement officers
- Developing an agreed approach to prioritisation/rationing of resources
- Generally discussing the systems and making sure they are working

At same time, it is well evidenced that housing alone is not sufficient to address all the needs of the vast majority of people leaving prison. In order to respond to the depth and scope of the challenge, it will be essential that all the relevant agencies adopt a wrap-around approach, which, to the person leaving prison, feels that there is a community of services available to them that is clear, visible and straightforward to access.

A workshop was arranged once the final research paper had been presented at the June 2017 RCC, the workshop was made up of the RCC Sub Group Members, Homelessness Leads from each local authority, HMP Berwyn, Prison Resettlement Officers, Supporting People Information Network Coordinator, and Providers for people leaving prison.

Currently there are three Prison Resettlement Officers, one in Gwynedd, one in Anglesey, and one officer that covers the remaining four local authorities. A recommendation within the research report was to have six resettlement officers, one in each local authority. The Prison Resettlement Officers were in attendance at the workshop.

The researchers suggest for there to be six officers and for those six posts to operate with common job descriptions, to take a similar approach and to adopt common practices in order to promote consistency. *All tables at the workshop agreed for common job descriptions.* The posts currently based in Ynys Mon and Gwynedd make decisions on duties owed under the Housing (Wales) Act 2014; this approach has significant advantages and could be adopted as common practice across all posts. However it is essential for consistency that a regional approach to service delivery is agreed.

The RCC were presented with a recommendations report following the workshop at the November RCC meeting which offered the following:

1. To agree for the RCC Sub Group to set a work plan for recruitment of the Prison Resettlement Posts in conjunction with the Regional Homeless Network
   a. To agree who funds the post
   b. Ensure consistency
   c. Job description – based on the Anglesey / Gwynedd Model
2. Further explore the remaining recommendations following the recruitment of resettlement post as following
   a. Strengthening links with the prisons
      - Three appointments to attend on first day of release? Can some of these be completed during the pre-release process within HMP Berwyn?
      - RCC to confirm a statement of request to go to the prison
      - Continue the values of the HMP Berwyn, can we get short term prescriptions for library, gym, and men's sheds? Is the RCC happy for the RCC Sub Group to make this part of the Prison Resettlement Officer post?
   b. Pick up at the Gate
      - Workshop outcome was a strong consensus for a Pick up at the Gate service, RCC Sub Group strongly felt this should be part of the role of the Prison Resettlement Officer.
      - To be incorporated into the Resettlement posts job description
   c. Community based hub

The RCC members agreed the above recommendations at the 2017 November RCC. The above recommendations have been added to the RCC work plan, which can be found in the appendices.

Rough Sleepers – What we outlined in the plan last year?

The RCC is committed to preventing rough sleeping. The RCC outlined for Supporting People to link into pilots being delivered in partnership with BCUHB to identify root causes and support required. Work will commence on this priority area in 2018/19 and a full update on this work will be available in the next update of this plan. This plan also outlined for the RCC to consider where amendments may be needed to prevent some individuals with support needs being excluded from current provision which will progress in 2018.

Ultimately the work of the RCC and its priority areas compliments this area in reducing the risks of people becoming homeless. Nevertheless specific work on this client area will take place in 2018/19.

What have we done this year?

The local authorities have continued to support the National Rough Sleepers Count, details of this in the table below:

Data for 2016, taken from Stats Wales. The next table details the most recent count in November 2017, this data is not currently available on Stats Wales.

	Total count of rough sleepers (1)	Estimated number of rough sleepers (2)
Flintshire	0	3
Powys	0	0
Pembrokeshire	0	3
Carmarthenshire	0	3
Neath Port Talbot	0	6
Vale of Glamorgan	0	2
Blaenau Gwent	0	0
Torfaen	0	0
Monmouthshire	0	1
Isle of Anglesey	1	1
Denbighshire	2	5
Rhondda Cynon Taf	2	6
Gwynedd	3	25
Ceredigion	3	6
Merthyr Tydfil	4	15
Caerphilly	4	27
Bridgend	5	10
Conwy	9	14
Newport	12	17
Swansea	16	23
Wrexham	27	61
Cardiff	53	85

Rough Sleeper Comparison Count from this year to last year:

Local Authority	Rough Sleeper Count Nov 2016	Rough Sleeper Count Nov 2017
Anglesey	1	4
Gwynedd	3	3
Conwy	9	10
Denbighshire	2	0
Flintshire	0	1
Wrexham	27	44

Note – these figures are the amount of people found rough sleeping on the night of the rough counters sleep.

The data is collected to gain a better understanding of the scale and trends in rough sleeping over time to inform local and national policy.

The total counts of rough sleepers are single night snapshots. The estimated count is based on data collected over a two week period with assistance from the voluntary sector, faith groups, local businesses/residents, health and substance misuse agencies, and the police.

Further details of the Rough Sleepers Count can be found from All STATS Wales: https://statswales.gov.wales/Catalogue/Housing/Homelessness/Rough-Sleepers/roughsleepers-by-localauthority

Learning Disabilities – What we outlined in the plan last year?

The objectives of the Learning Disability task and finish group outlined in last year's plan:

- To look at the current funding and eligibility of Supporting People services for this client group.

- Analyse how current services link to the homelessness prevention and tackling poverty agenda

- Learn best practice from each authority

The client group Learning Disabilities was chosen by the RCC as a priority area within what was then known as the Regional Commissioning Plan back in 2014. Learning Disabilities was highlighted as a priority as this client group received the highest Supporting People funding compared to all other Supporting People client groups.

The RCC requested that a Learning Disability Task and Finish Group be formed to look at the reason for this high allocation of spend and the amount of current services that may be ineligible for Supporting People funding and to detail what each local authority is doing to address this.

It must be noted that this is not a cost cutting exercise, this is an eligibility issue that the RCC has requested.

The Wales Audit Office Review of the Supporting People programme also picked up on the client group; Learning Disabilities and detailed that *"Welsh Government reviews, and more detailed work at a regional level by two of the Regional Collaborative Committees, have highlighted some issues with the eligibility of support for people with learning disabilities and differences in the level of support provided. We recommend that the Welsh Government encourage all Regional Collaborative Committees to review arrangements for support for people with learning disabilities through the Programme and work with the committees to manage any potential negative consequences for service provision.*

The Auditor General is currently undertaking an examination of how local authorities strategically commission their learning disability services. The work is focussing on how commissioning contributes to improved outcomes and wellbeing for citizens. The Auditor General will report on this work towards the end of 2017

Two regions (North Wales and Gwent) have undertaken their own more detailed reviews of learning disabilities services (Appendix 3, Box A1). The North Wales review identified a number of instances where services funded by the Programme were ineligible. In response, the North Wales Collaborative Committee requires its constituent local authorities to report on their progress towards ensuring that all services for people with learning disabilities funded through the Programme provide only housing-related support. The Committee also established a sub-group to look at a range of issues related to this client group, such as the scope for using telecare to replace or supplement a support worker".

Full Audit Review can be found here: http://www.audit.wales/publication/welsh-governments-supporting-people-programme

What have we done this year?

Learning Disabilities is the biggest spend on a client group in North Wales and also receives the largest local authority contribution. North Wales has reviewed their Learning Disabilities service to ensure all who are receiving the Supporting People grant for Learning Disabilities are eligible. Each local authority have reviewed their Learning Disability services and the current status for ineligible services is:

Anglesey	All Supporting People funded services, for people with learning disabilities, living and receiving fixed accommodation based support are now capped at a maximum of 15 hours per week and are based accordingly on assessed housing related support need. This resulted in a reduction of £287,000 allocated this client group during 2017/18. Work remains ongoing to remodel the corporate care provision, which may result in further reductions in Supporting People funding for People with Learning Disabilities between now and 2020.
Gwynedd	6 people remaining to be re-assessed to confirm eligibility or not. Gwynedd have changed the term to non-primary rather than ineligible.
Conwy	0
Denbighshire	All eligible in relation to Denbighshire criteria Any referral that is funded 10% or more from health is not eligible for the Supporting People service
Flintshire	A full review has been undertaken with all ineligible identified. Some funding was withdrawn in 17/18. It is proposed to take more funding out over the next few years. It is proposed to remove the 3 banding levels and work on 10 hours per week. The proposals above will be taken to Flintshire's Supporting People Planning Group end of November 17.
Wrexham	5 currently identified – funding is continuing on an interim basis until the end of the current financial year (2017-18).

A work plan for the RCC and the priority areas was agreed at the January RCC – refer to Appendix two, this details the work to be completed for 2018/19.

The Regional Partnership Board also has Learning Disabilities as a priority area, the RCC and RCC Sub Group will need to consider the work outlined in the Regional Partnership Board's plan to ensure work is not repeated and resources and shared learning is available. The Board have found from their population assessment that:

- There are around 2,700 people with Learning Disabilities on local council registers in North Wales. The actual number of people with learning disabilities may be higher
- The number of people with learning disabilities needing support is increasing and people with learning disabilities are living longer. These trends are likely to continue.

- People with learning disabilities tend to experience worse health, have greater need of health care and are at more risk of dying early compared to the general population.
- There are likely to be more young people with complex needs needing support.

The Board report addressed how the report findings will be addressed.

Supply, Needs Assessment, and Outcomes Analysis:

Local authorities in North Wales collect Supporting People data through three main strands, Outcomes, Needs Mapping and Performance Monitoring Returns. National data is also used to inform regional and local plans.

For this plan, the National data has been taken from Stats Wales the data used focuses on the main sections within the Housing (Wales) Act 2014, section 66 and 73.

Needs Mapping and Outcomes:

The purpose of the Needs Mapping Form is to identify the need for housing related support and/or housing need. The Needs Mapping Form is available online and a link is available on each local authority Supporting People web page.

Denbighshire County Council hosts the web based form and database, Denbighshire collate the data and distribute reports to the region. The Needs Mapping data is presented in a Regional Needs Mapping Report, which highlights trends in the demography and specific needs of those requiring housing-related support.

This snapshot will only represent part of the picture in relation to needs of people at risk of homelessness. The current Needs Mapping data only captures data for those people who access Supporting People services. It does not give an insight to unmet need and does not demonstrate if needs have been met. However, the RCC has done a piece of work on unmet need and sent a questionnaire out to all providers to gage the unmet need, the findings of this work can be found in Service Gaps on page 17.

The National Outcomes Framework was set up in 2012 as a tool to evidence that the Supporting People Programme is investing in services which provide positive outcomes that make a difference to the quality of life of vulnerable service users. Conwy host the online outcomes questionnaire for all six North Wales local authorities to use.

The purpose of the outcomes framework is to measure the outcomes achieved by service users as a result of the support received. The information can be used to discuss the success of the service and any changes required to service delivery to bring about improvements to poor performing outcomes measures and share learning from outstanding performing services.

Regional All Wales Data:

Below is the 2011 Census
https://statswales.gov.wales/Catalogue/Census/2011/UsualResidentPopulation-by-BroadAgeGroup-LocalAuthority

Here is a snapshot of the population in 2011 for North Wales,

|	All ages	Age under 16	Age 16-24	Age 25-44	Age 45-64	Age 65 and over
Anglesey	69,751	11,861	6,941	15,653	19,650	15,646
Gwynedd	121,874	20,951	16,723	27,186	31,874	25,140
Conwy	115,228	19,126	11,037	24,483	32,420	28,162
Denbighshire	93,734	16,953	10,025	20,794	26,272	19,690
Flintshire	152,506	28,644	16,542	38,123	42,361	26,836
Wrexham	134,844	25,818	14,846	35,821	35,508	22,851

The graphs below include data that has been exported from stats Wales, https://statswales.gov.wales/Catalogue/Housing/Homelessness/preventionofhomelessness-by-area-measure-section66

The Stats Wales website states:

The information from Stats Wales is based on an annual statistical return completed by local authorities in Wales. The information is collected in order to establish the number and type of households that were provided with assistance by local authorities during the period. This data is used by the Welsh Government, homelessness agencies and other housing organisations, in order to help monitor trends in the overall level of statutory homelessness across Wales.

It must be noted that, due to the preventative nature of Supporting People services, cases where an early intervention led to removing the threat of homelessness prior to the 56 day limit are not included in these statistics.
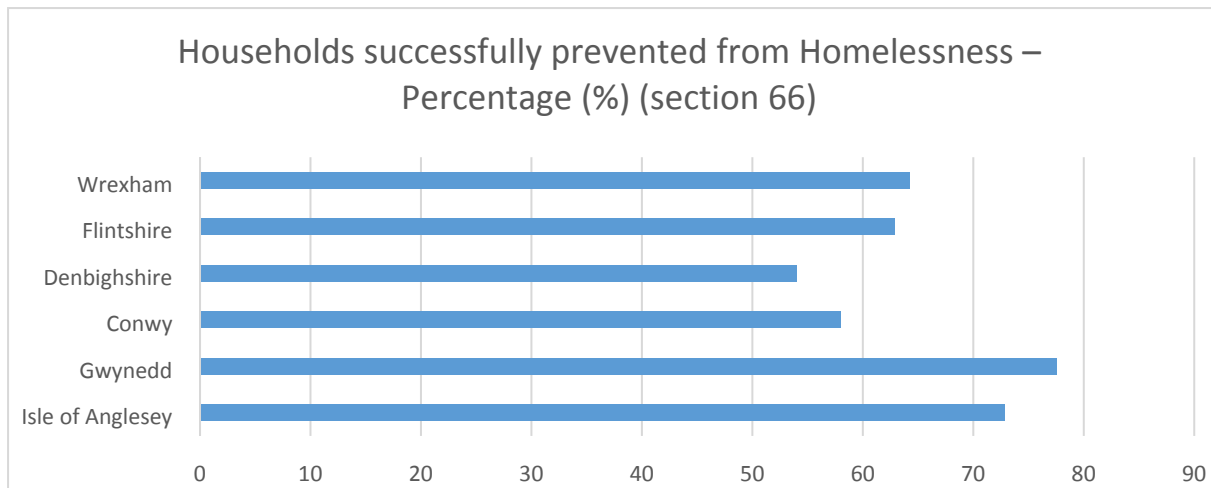
Table 1:
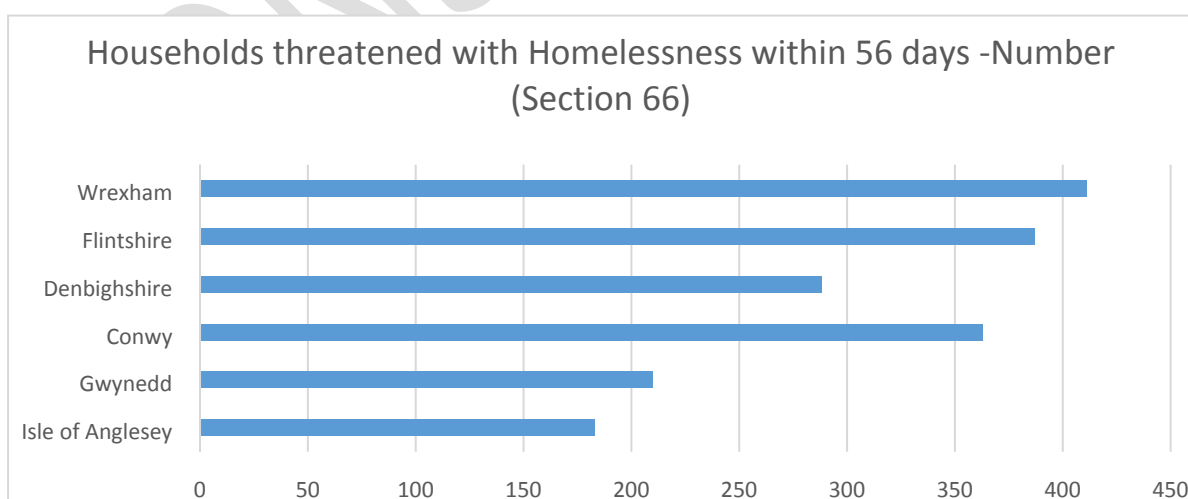
Section 66 of the Housing Act states - *A local housing authority must help to secure that suitable accommodation does not cease to be available for occupation by an applicant if the authority is satisfied that the applicant is: threatened with homeless and eligible for help.*

Table 1 identifies the **number** of households threatened with Homelessness within 56 days for each local authority and the table below (Table 2) is **percentage** not numbers to show the **success** rates for the above individuals that were successfully prevented from homelessness.

Gwynedd were the most successful local authority, and Gwynedd were the most successful authority for all of Wales for prevention under Section 66 of the Act.

Table 2:

Section 73 of the Housing Act states *When the duty in section 73 (duty to help to secure accommodation for homeless applicants) comes to an end in respect of an applicant in the circumstances mentioned section 74 of the Act, the local housing authority must secure that suitable accommodation is available for occupation by the applicant if subsections outlined in the Act applies.*

Table 3 below details the numbers of households assessed as homeless and owed duty to secure against the amount that were successfully relieved from Homelessness for North Wales Authorities.

Table 3:
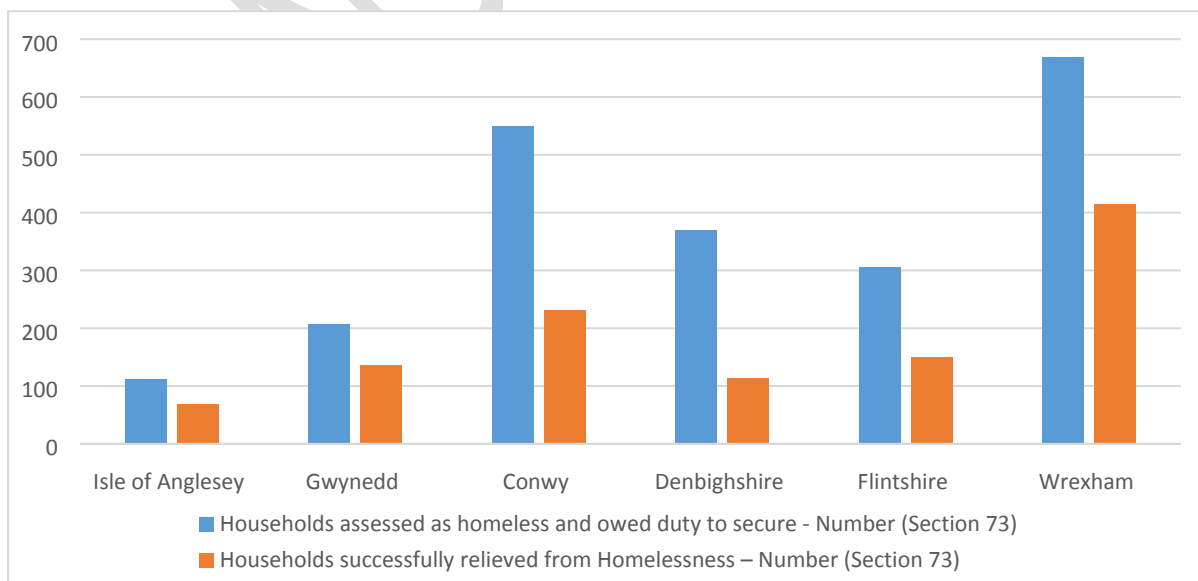
Local Data

Outcomes:

The table below is data taken from the Outcomes data covering the period January 2017 to June 2018, the client group column is in ascending order for the total for North Wales that have presented for this client group as there lead need:

For example, if they are fleeing Domestic Abuse and female they would identify "Women experiencing Domestic Abuse" as their lead need. If this female also had substance misuse issues the female would then identify "People with Substance Misuse Issues" as her secondary need, but for this example this female's priority is to get to a refuge.

Client Group	Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham
People with refugee status		1			2	7
Young people who are care leavers		3	1	1	6	3
Men experiencing domestic abuse		2	3	5	26	2
People with developmental disorders (i.e. Autism)	2	22	4	3	4	6
People with chronic illnesses (including HIV/Aids)	1	43	7	2	2	7
People with criminal offending history	10	11	10	41	22	23
Families with support needs	1	15	7	64	24	32
People with substance misuse issues - alcohol	2	67	61	28	17	44
People with substance misuse issues - drugs and volatile substances	3	37	39	42	53	49
Single parent families with support needs	4	19	104	57	28	56
Single people with support needs not listed above (25-54)	56	20	22	28	19	135
Alarm services (including sheltered/extra care)	0	11	5	43	19	269
People with learning disabilities	28	82	17	42	90	105
People with physical	2	109	46	221	23	56

and/or sensory disabilities						
Women experiencing domestic abuse	32	36	69	128	221	57
People with mental health issues	155	137	134	132	77	141
Young people with support needs (16-24)	85	47	107	91	348	145
Generic / Floating support / Peripatetic (tenancy support services which cover a range of user needs)	175	304	227	276	90	130
People over 55 years of age with support needs (this category must be exclusive of alarm services)	168	840	59	453	291	239
Grand Total	**724**	**1806**	**922**	**1657**	**1362**	**1506**

This shows for Outcomes, the top five most presented client groups that people are stating lead need for:

1. People over 55 years of age
2. Generic / Floating Support
3. Young People with support needs
4. People with mental health issues
5. Women experiencing domestic abuse

Last year's data had the same client groups, however the order has slightly changed this year for lead need:

1. People over 55 years of age
2. Generic / Floating Support
3. Mental Health
4. Young People with support needs
5. Women experiencing domestic abuse

The next table shows the outcomes data presenting the client group category with the highest entries against lead need:

	Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham
1st Need	Generic / Floating support	People over 55 years of age with support needs	Generic / Floating support	People over 55 years of age with support needs	Young people with support needs (16-24)	Alarm services (including sheltered/extra care)
2nd Need	People with mental health issues	Alarm services (including sheltered/extra care)	Generic / Floating support	Generic / Floating support	People with mental health issues	People with mental health issues

However by removing Alarm Services and Floating Support the below table shows the actual client groups presented with the most entries against lead need and secondary need presented and interestingly mental health was the second need for each local authority:

	Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham
1st Need	People over 55 years of age with support needs	People over 55 years of age with support needs	People with mental health issues	People over 55 years of age with support needs	Young people with support needs (16-24)	People over 55 years of age with support needs
2nd Need	People with mental health issues	People with mental health issues	People with mental health issues	People with mental health issues	People with mental health issues	People with mental health issues

Mental Health is a new priority area for the RCC for next year, the below two tables show the need for first and second need presented by the service user and as highlighted shows mental health in the top five for both.

Lead Need:

5th	Women experiencing domestic abuse
4th	People with mental health issues
3rd	Young people with support needs (16-24)
2nd	Generic / Floating support / Peripatetic (tenancy support services which cover a range of user needs)
1st	People over 55 years of age with support needs (this category must be exclusive of alarm services)

Second Need:

5th	People with substance misuse issues - drugs and volatile substances
4	Alarm services (including sheltered/extra care)
3	People with physical and/or sensory disabilities
2	Generic / Floating support / Peripatetic (tenancy support services which cover a range of user needs)
1st	People with mental health issues

Needs Mapping:

For 2016/17 7,000 Needs Mapping forms were completed this remains very similar to the previous year where 7,335 were completed for 2015/16. Further breakdown of needs mapping forms submitted per local authority below:

Local Authority	Number for 2015/16
Anglesey	1441
Conwy	1344
Denbighshire	1257
Flintshire	973
Gwynedd	1239
Wrexham	1081

Local Authority	Number for 2016/17
Anglesey	1310
Conwy	1308
Denbighshire	1182
Flintshire	1109
Gwynedd	1052
Wrexham	1039

Reason for completing the form remains similar number to the year before as shown:

Reason for completing	Number for 2015/16
Support Needs Only	2616
Accommodation Needs Only	1949
Support and Accommodation Needs	2630

Reason for completing	Number for 2016/17
Support Needs Only	2327
Accommodation Needs Only	1749
Support and Accommodation Needs	2607

Similarly to the outcomes the person filling out the form would need to state their lead need, again they are very similar to the year before, no stand out changes. The table below shows the lead need for Needs Mapping Data for the year 2016/17.

Client Group selected as Lead Need	Needs Mapping Data
Domestic Abuse	700
Learning Difficulties	107
Mental Health	714
Alcohol	182
Drugs	184
Refugees / Immigration	12
Physical / Sensory Disability	124

Vulnerable Young Person	677
Offending	156
Generic	1085
Chronic Illness	67
Vulnerable Older Person	626
Unspecified	2366

The top five lead need client groups for Outcomes data compared to Needs Mapping data:

Outcomes:	Needs Mapping:
1. People over 55 years of age 2. Generic / Floating Support 3. Young People with support needs 4. People with mental health issues 5. Women experiencing domestic abuse	1. Generic / Floating Support 2. Mental Health 3. Domestic Abuse 4. Young Person 5. Older People

The same client groups are presented in the top five lead need for both Outcomes and Needs Mapping. It was the same five client group in 2015/16 for the needs mapping data also. When the person is completing a needs mapping form they are asked to state the following areas, the table below shows the accommodation needs for 2016/17 compared with last year:

	Numbers for 2015/16		Numbers for 2016/17
Homeless at time of completing form	2222	Homeless at time of completing form	2056
Risk of homelessness in 2 months	1393	Risk of homelessness in 2 months	1491
Risk of homelessness in long term	703	Risk of homelessness in long term	714
Nowhere to stay tonight	485	Nowhere to stay tonight	550

The table above shows that there has been a slight increase of people presenting with nowhere to stay that night of completing the form. When they have stated no fixed abode it then prompts the person completing the form to identify where they will be sleeping, there are again no stand out changes from last year's needs mapping data, the information presented for 2016/17 shows:

No Fixed Abode	Number
Armed Forces	2
Rough Sleeping	329
Night Shelter / Hostel	286
Hotel or B&B	196
Family or Friends short term	744
Hospital	29
Prison	28
Other	135

Rough Sleeping is a priority area within this plan and the high numbers presented within this table will be looked at when the work plan for this priority area progresses.

Service Gaps

The RCC requested for the RCC sub group to identify unmet need and service gaps in Supporting People services in North Wales.

The RCC approved the following as a way forward in last year's plan:

- An **annual survey** which focuses on a specific service user group/s and is distributed amongst service providers, stakeholders and service users. At present, there is opportunity to provide feedback during a service review but people might feel more able to highlight issues when not under the scrutiny of a review.

The RCC Sub Group have further discussed an unmet need survey and this was sent out for all providers to complete by October 27th 2017.

What did the survey tell us?

All local authorities participated in the survey, 55 responses were received across the region. A fair representation from the different client groups were covered by the Providers who responded to this piece of work.

The survey asked to indicate the main reason(s) for homelessness or risk of homelessness amongst the people who access their service, the survey detailed:
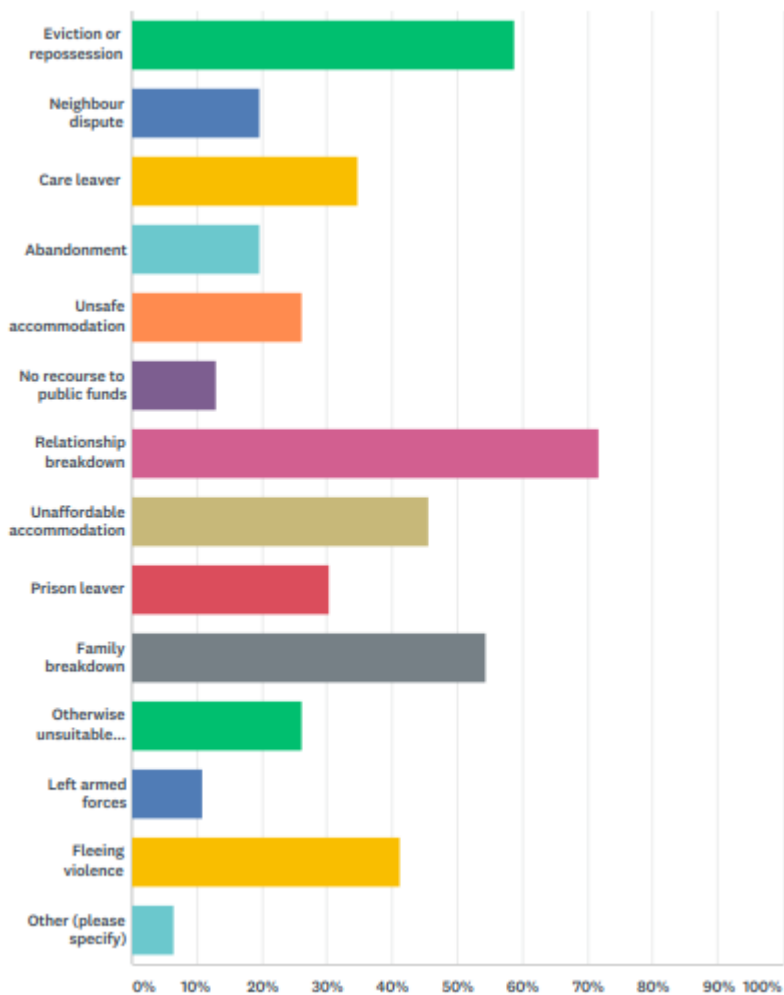
The Needs Mapping Data asks the person completing the form if they have ticked yes to no fixed abode to then select a reason, Family and Relationship breakdown was the most selected reason, followed by notice of eviction which are also the two most highest presented answers in the table above.

The survey asked to indicate the main contributing factor(s) to homelessness or risk of homelessness amongst the people who access your service the results showed:
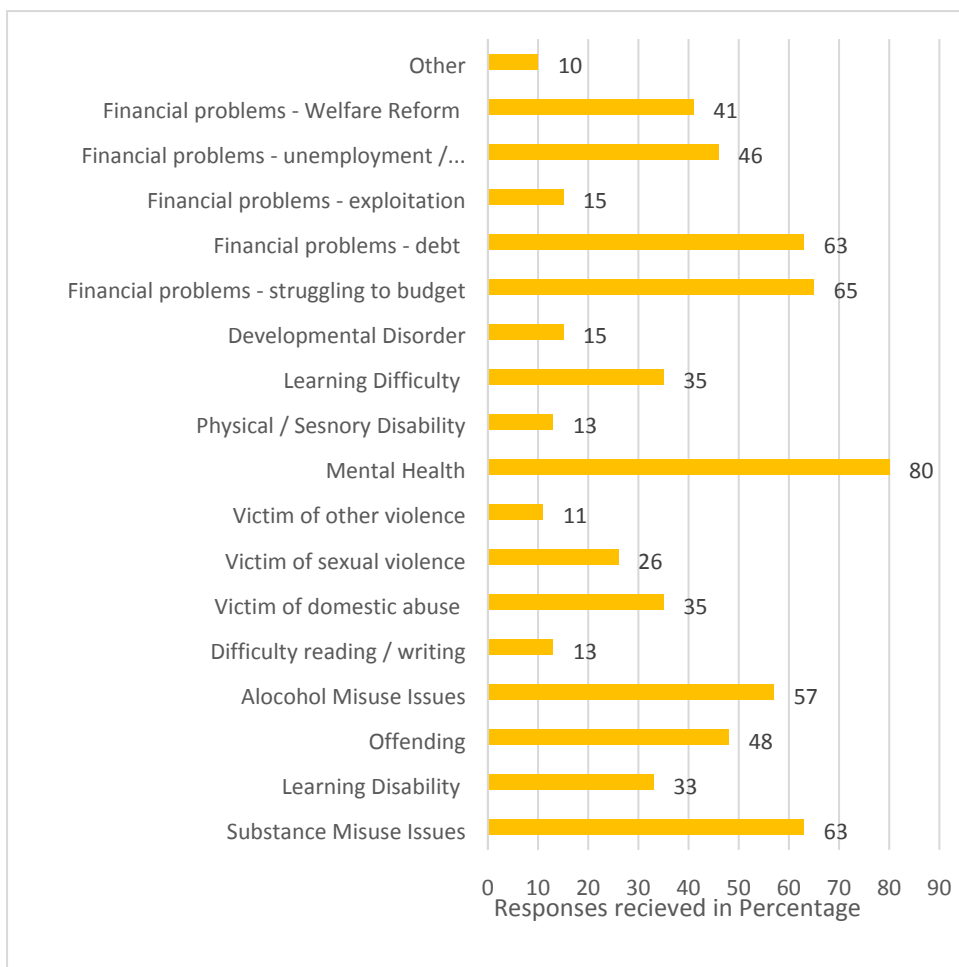
The top five needs above compared with the Outcomes and Needs Mapping Data:

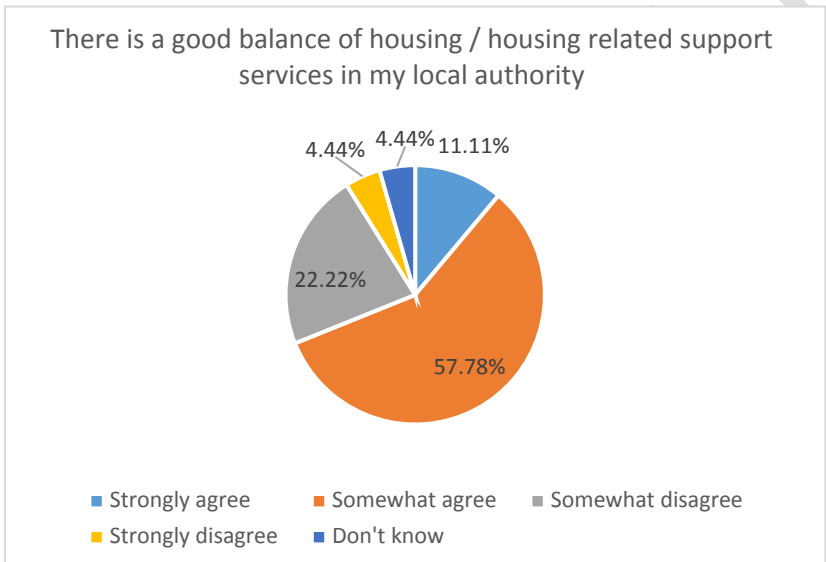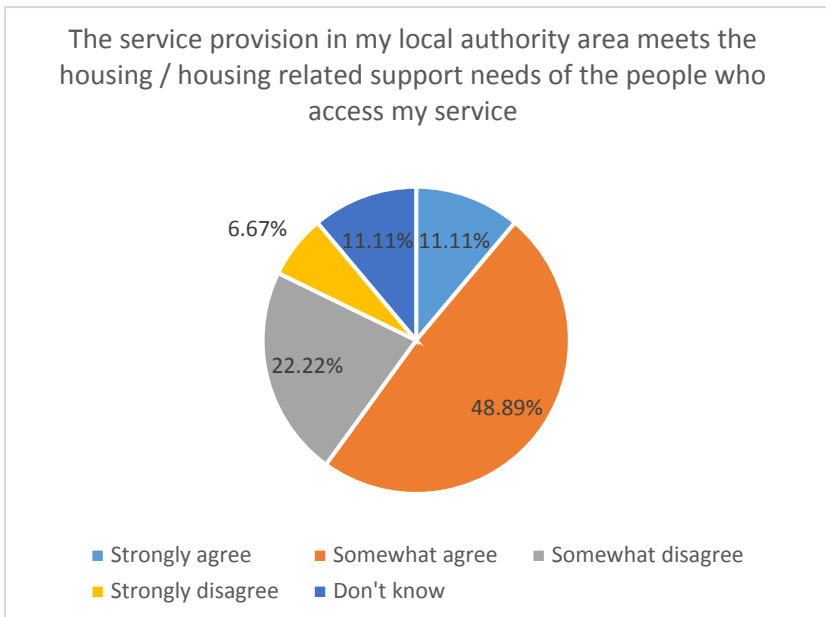|		Unmet Need Survey	Outcomes	Needs Mapping
Lead Need	1	Mental Health	Older People	Generic / Floating Support
	2	Struggling to budget	Generic / Floating Support	Mental Health
	3	Substance Misuse Issues And Financial Problems – debt	Young People	Domestic Abuse
	4	Alcohol Misuse Issues	Mental Health	Young People
	5	Offending	Domestic Abuse	Older People

Mental Health is the only client group to be in each area. The survey asked to identify the main contributors to their homelessness and as from the table above, financial problems are clearly a big issue, struggles with budgeting and debt. The survey also asks to indicate the main challenge(s) the people who access your service face to securing suitable accommodation, and the responses were:
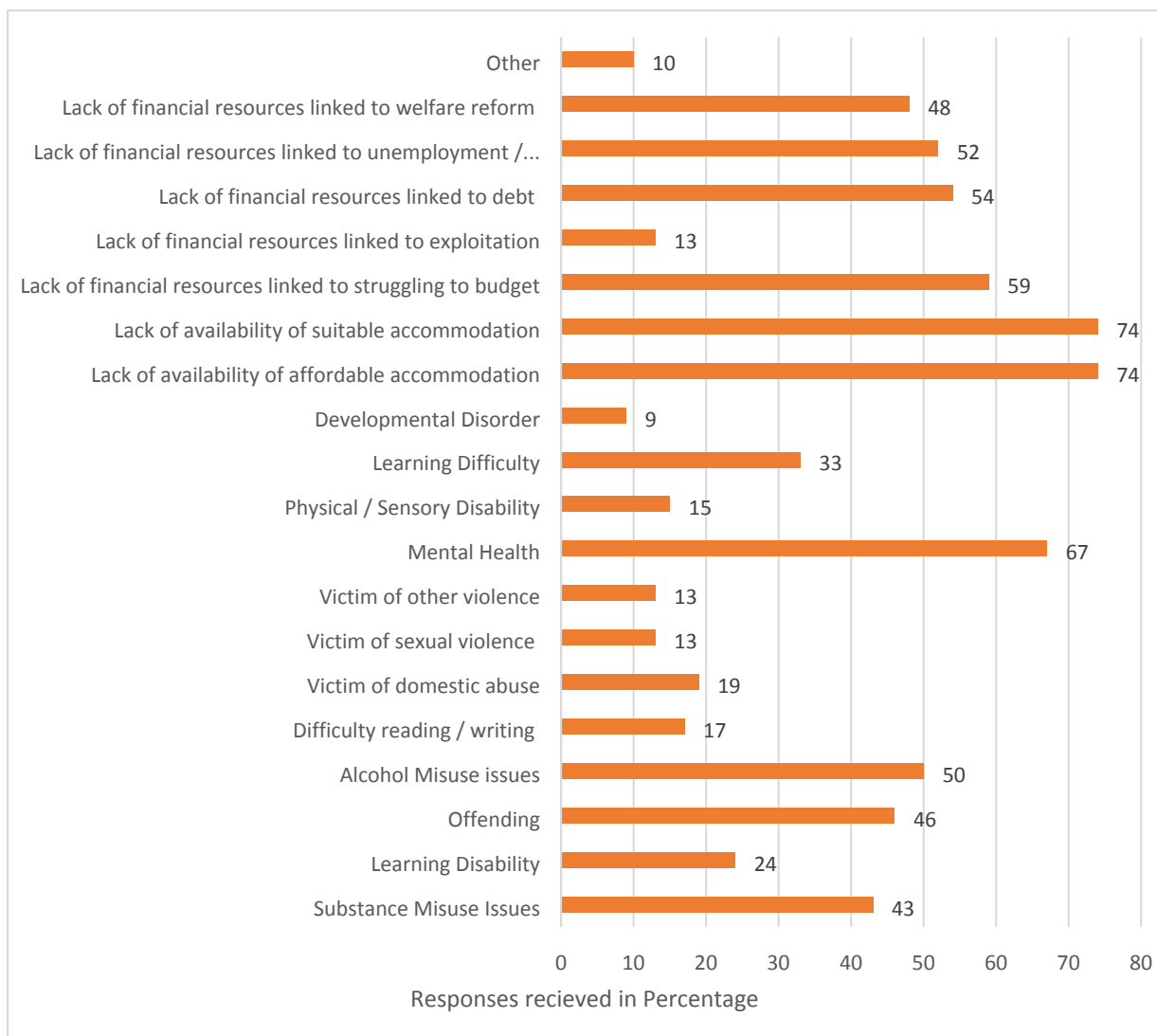
Again, debt and budgeting resources were high on this chart, interestingly the main areas here are to do with money, and moreover in the top five selected above – Mental Health is again high. The order of top five in this case is lack of availability of suitable accommodation and affordable accommodation, then Mental Health and then budget and debt advice. Budgeting is an Outcome area within the Outcomes framework of the Supporting People programme. The findings of the unmet need survey report will be discussed at the RCC Sub Group in 2018.

The needs mapping data under the section; Support Needs and Target Outcomes has feeling safe as the highest outcome wanted by the service user, closely followed by managing money, which again is shown in the table above the target outcome to be able to manage their debt and money.

The following two charts show that most service users are happy with what is available, however from the previous tables, the unmet need survey does suggest to continue delving into what service users need, at quick glance it suggests more tailored packages around debt and budgeting, the RCC Sub Group will need to discuss whether we need to look at what training is currently available around financial problems. Only 55 service users across North Wales completed the form which is a poor response rate for the region. In 2018/19 the RCC's Service User Involvement Framework will be updated and through the work of the framework the RCC Sub Group can see how we can engage with our service users more.

The service provision in my local authority area meets the housing / housing related support needs of the people who access my service

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know

There is a good balance of housing / housing related support services in my local authority

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know

Priorities for Service Development

In addition to the strategic priority areas outlined in the previous section, Mental Health and Service User Involvement will be additional priority areas.

The RCC's Service User Involvement Framework is due for updating and this will be done in 2018/19.

Mental Health will be a new priority for the RCC for 2018/19. The data presented in both the needs mapping and outcomes have shown Mental Health to be a lead need of the Supporting People programme.

Phil Forbes (PF) BCUHB is our co-opted member on the RCC representing Mental Health and attends most local authorities Supporting People Planning Groups. A Mental Health Questionnaire has been devised at the RCC Sub Group in October 2017, this questionnaire was sent to all Providers across North Wales with the aim to find where the gaps are in Mental Health and more specifically for Mental Health training gaps to be identified.

In addition to the Questionnaire, a Mental Health Pamphlet will be produced to improve communication in Mental Health BCUHB on the role of the Supporting People programme and the role they play. This will give details of Mental Health Outcomes and Needs Mapping data, Case Studies, the spend allocation for Mental Health and the referral processes in each local authority.

Communication however has been improved between Mental Health and Supporting People since having a Mental Health co-opted member on the RCC. Supporting People Planning Groups and the RCC Sub Group have been kept up to date with the 2025 movement, and developments in the management of cases of Hoarding.

There will be a Managing Hoarding Event in 2018 for North Wales to show case best practice across the region which Supporting People will be a part of.

In addition to the Mental Health Questionnaire, the RCC were actioned in the 'Working Together to Reduce Harm (Substance Misuse) Delivery Plan 2016-18, to review the training provision available to the housing workforce and the skills, knowledge and competencies required to help people with substance misuse.

This Questionnaire went out to all providers and the analysis of the responses was fed back to the North Wales Area Planning Board. The analysis showed that there needs to be regular training available on new and emerging substances / legal highs and harm reduction. The Area Planning Board have advised that they are using the RCC's analysis in their work plan moving forward.

The RCC and RCC Sub Group will need to consider the Regional Partnership Board regional plan for this priority area moving forward as this was a client group that emerged from the population needs assessment they conducted. They have grouped Mental Health and Substance Misuse together and the population assessment found:

- An estimated 92,000 adults in North Wales are affected by mental health issues, 16% of the population
- People in North Wales report slightly better mental health than in Wales as a whole
- The number of people with mental health needs is likely to increase
- The most common mental health reported are anxiety and depression
- Research suggests a high number of people with mental health needs are not seeking help.
- The number of admissions to mental health facilities is reducing in North Wales and people are being placed out of the region.
- The number of people with more complex needs is increasing.
- People with mental health issues are more likely to have poor physical health.
- The population assessment done by the RPB linked to the work of the APB for substance misuse.

How the report findings will be addressed is outlined in the Regional Partnership Board's regional plan.

Service Developments and Efficiencies

Local Priorities for 2018/19:

For full details of each local authorities Local Commissioning Plans please visit their local authority websites. Or contact the Regional Development Coordinator for a copy Rachel.Pierce-Jones3@conwy.gov.uk

Efficiencies

Efficiency savings are included as a standing agenda item at each North Wales Supporting People Information Network Lead Officers meeting. This provides an opportunity to share best practice and lessons learned.

Regional and Sub Regional commissioned projects across North Wales:

- Sub Regional Project between Flintshire, Denbighshire and Conwy -Supported Lodgings, this provides a service to Young People with Support Needs (Supported Housing)
- Sub Regional Project between Flintshire, Denbighshire and Conwy - Night Stop by Local Solution that provide a service to Young People (Accommodation Support) and is a joint funded project between Homelessness and Children's Services and Supporting People, Note it is only funded by Supporting People in Conwy.
- Sub Regional Project between Wrexham and Flintshire Domestic Abuse Floating Support with Hafan Cymru
- Sub regional Doorstop project between Denbighshire and Conwy

Equality Impact Assessment

All Local Commissioning Plans have been subject to an Equality Impact Assessment and these have been forwarded to the Regional Development Coordinator and RCC.

Spend Plan

Analysis of North Wales Spend Plan below – table details the Client Groups from Largest to Smallest percentage proportion of the North Wales grant allocation.

ACTION - This will not be done till January

Appendices

Appendix One – National Priorities

Social Services and Well-being (Wales) Act 2014:

Aims to improve the wellbeing of people who need care and support, and carers who need support. The Act requires local authorities and local health boards to jointly undertake population assessment of care and support needs for adults, children and carers. This present opportunities to combine this work with activity to produce the need analysis for the Supporting People programme.

Well-Being of Future Generations (Wales) Act 2015:

This Act aims to improve the social, economic, environmental and cultural wellbeing of Wales, by placing the sustainable development principle at the heart of all decision making. One key element of the sustainable development principle is a focus on prevention, which aligns closely with the central aims of the Supporting People programme.

Housing (Wales) Act 2014:

Aims to improve the supply, quality and standards of housing in Wales. Includes a strengthened duty on local authorities to prevent homelessness. Supporting People being a homeless prevention programme.

Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015:

This Act aims to improve the response within the public sector in Wales to all forms of violence against women, domestic abuse and sexual violence. Places a responsibility on public bodies to improve arrangements to promote awareness of, and prevent, protect and support victims of gender-based violence, domestic abuse and sexual violence.

Welfare Reform Act 2012:

This Act has introduced a series of reforms to the UK benefits system which are likely to create increased demands to the Supporting People services among people needing help to manage their finances. The Supported Accommodation Review and the proposals that have risen from this have the potential to have huge impacts on the Supporting People programme.

Renting Homes (Wales) Act 2016:

This Act will make it simpler and easier to rent a home, replacing various and complex pieces of existing legislation with one clear legal framework.

People who find themselves in difficult circumstances will also benefit from the Act. It will help to prevent current homelessness situations where a joint tenant leaves the tenancy, thereby ending the tenancy for everyone else. The new approach to joint contracts will also help victims of domestic abuse by enabling the person carrying out domestic abuse to be targeted for eviction.

Inequalities in how someone can succeed to a tenancy are also addressed, with a new succession right for carers created.

Appendix Two: RCC Work Plan

North Wales Supporting People Regional Collaborative Committee Work Plan 2018/19

Last Updated: January 10th 2018 by RPJ, continue to be updated after each RCC Sub Group and RCC meetings.

Regional Priorities outlined in the Regional Strategic Plan:

1. Domestic Abuse
2. People leaving prison
3. Mental Health
4. Learning Disabilities
5. Rough Sleepers

Other work areas outlined in the Regional Strategic Plan:

6. Service User Involvement / Framework
7. Administration of the RCC

Priority Area - Domestic Abuse

Key Work Areas:

- Regional Independent Domestic Violence Advisors (IDVA) Service
- Gaps identified against Regional Needs Assessment
- Collaboration with the VAWDASV Board (Violence Against Women Domestic Abuse and Sexual Violence Board)

	Task Description	Start Date	End Date	Status	Comments
	RCC Sub Group to discuss the VAWDASV Board Needs Assessment – look at Supporting People's current provision against the assessment and identify any gaps	January 2018			
	For each local authority to allocate a percentage of Supporting People Programme Grant going forward for future regional priorities	January 2018			
	Regional IDVA Service – Collate all IDVA job specs and discuss at the January RCC Sub Group	January 2018		Collated All	

	Task Description	Start Date	End Date	Status	Comments
	Comparison of the different IDVA roles to be done, by both speaking to the relevant people, organisations and looking at the specific job specifications.	January 2018			
	Agree an agenda at the January RCC Sub Group for March RCC Sub Group – Rhiannon Edwards (Regional Coordinator for Domestic Abuse) and Jo Ramessur-Williams (Chair of the VAWDASV Board) attending the March meeting	January 2018			

Priority Area – People leaving Prison:

Key Work Areas:

- Agree a work plan for recruitment of the Prison Resettlement Posts in conjunction with the Regional Homeless Network
- Agree a consistent approach / job description based off Anglesey's good practice
- Strengthening links with the prisons
    - Three appointments to attend on first day of release? Can some of these be completed during the pre-release process within HMP Berwyn?
    - RCC to confirm a statement of request to go to the prison
    - Continue the values of the HMP Berwyn, can we get short term prescriptions for library, gym, and men's sheds? Is the RCC happy for the RCC Sub Group to make this part of the Prison Resettlement Officer post?
2. Pick up at the Gate
    - Workshop outcome was a strong consensus for a Pick up at the Gate service, RCC Sub Group strongly felt this should be part of the role of the Prison Resettlement Officer.
    - To be incorporated into the Resettlement posts job description
- Community Based Hub

	Task Description	Start Date	End Date	Status	Comments
	January RCC Sub Group to agree who funds the Prison Resettlement Officer in conjunction with the Regional Homeless Network	January 2018		Completed	50/50
	SP Officer to attend Regional Homelessness Network to update following January 10th RCC Sub Group	January 2018			
	January RCC Sub Group look at Anglesey's job description and	January 2018			

	good practice from this to pull out – Need consistent approach				
	Formulate new job description to take to the Regional Homelessness Network	March 2018			
	RCC Sub Group to discuss how we can strengthen links with the local prisons – see key areas above Inc. Pick up at the Gate	March 2018			
	Community Based Hub – discuss how to progress with this area	March 2018			

Priority Area – Mental Health:

- Mental Health Training Analysis Questionnaire
  - Priorities that emerge from the analysis
- Hoarding Event
- Mental Health and Supporting People Information Booklet

	Task Description	Start Date	End Date	Status	Comments
	Analysis of Mental Health Training Questionnaire responses	December 2017	January 2018	Completed	Awaiting response from Phil Forbes
	Priorities emerged from Training Analysis to share at RCC Sub Group	March 2018			
	Hoarding Event – Phil Forbes leading starting Spring Time				
	Mental Health and Supporting People Information Booklet to be devised	March 2018	July 2018		

Priority Area – Learning Disability

- Await further guidance from Welsh Government, their response to do the audit review included the work of Learning Disabilities
- Await for new draft guidance to be finalised and compare the changes in the eligibility criteria.

	Task Description	Start Date	End Date	Status	Comments
	Compare the eligibility criteria between old and new Supporting People Programme Grant Guidance				Waiting for Welsh Government guidance to be agreed and circulated to all.

	Agree a timeline to complete / review eligibility criteria for Learning Disability				

Priority Area – Rough Sleepers

- Supporting People to link into pilots being delivered in partnership with BCUHB to identify root causes and support required

	Task Description	Start Date	End Date	Status	Comments
	May RCC Sub Group to discuss work plan for this priority area	May 2018			

Regional Development Coordinator / Regional Collaborative Committee – Administration of the RCC

The Purpose of the Funding for the Regional Development Co-ordinator

Job Purpose

- To coordinate and contribute towards the development and progression of the Regional Collaborative Committee (RCC).
- To develop and support effective partnership working within the region on Supporting People.
- To support the RCC so that it functions effectively and is appropriately serviced.
- To facilitate ongoing dialogue between the Supporting People National Advisory Board, RCCs and Local Authorities to ensure the smooth running of the Supporting People Programme and collaborative decision making.
- To collaborate with other Supporting People Regional co-ordinators across Wales to support the Chair of the Supporting People Information Network to administer meetings and promote good practice.

Key Tasks:

- To work with the Chair of the RCC's to manage and set agendas and commission papers for meetings of the RCC's.
- To provide secretariat role to the RCC and to work with regional stakeholders to facilitate the agreement of regional priorities.
- To work closely with Local Authority staff responsible for Supporting People and co-ordinate and collate information provided by Local Authorities.
- To work closely with representative bodies to assist in ensuring provider and landlord representatives are fully engaged and supported to carry out their roles effectively.
- To build links with Homelessness Prevention and other Tackling Poverty Programmes such as Families First, Flying Start, and Communities First within the Region.
- To carry out analyses of information submitted to the RCC for meetings of the RCC as requested by the RCC and Welsh Government.

- To work in collaboration with regional planning bodies / groups, RCC members including Local Authorities and their partners in drafting and submitting the RCC Regional Strategic Plan and Annual Review and any other regional document as required.
- To undertake specific pieces of work including project development, pilots/research studies, consultation and participation in events as requested by the RCC and the Welsh Government.
- To proactively support Local Authorities and the RCC in delivering regional planning and commissioning of services.
- To work closely with Welsh Government officials and if required, liaise closely with Welsh Government officials should any conflict or issue require escalation to the Welsh Government.
- To book venues, video-conferencing and other practical arrangements for meetings of the RCC's to take place and to write the minutes of the meeting.
- To advise the RCC of obligations around Welsh Language Standards, to include translation of published documents and minutes.
- To develop and take part in a community of practice with the other regional development officers to share best practice on regional working.
- To ensure the voice of service users is heard in line with the Service User Engagement Framework, and ensure the best interests of the service users are being represented within the region and acted upon in an impartial way.
- To undertake any other reasonable duties which are in line with the role and duties with this post